



Enterprise Computing Solutions - Education Services

## TRAINING OFFERING

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# IBM Safer Payments: Hands-on Case Management Training (v6.4.x)

CODE:	LENGTH:	PRICE:
ZL1_6A442	16 Hours (2 days)	€1,560.00

## Description

IBM Safer Payments is an innovative real-time payment fraud prevention and detection solution for all cashless payment types. IBM Safer Payments provides not only model capabilities based on inbuilt tools, but also the option to import externally built fraud models for real-time decisioning.

In this course, IBM Safer Payments' case management capabilities are presented in detail. Students will learn how to configure and customize the built-in case management, and the workflow and activities involved when investigating cases.

## Objectives

In this course, students will learn about the following:

- Mandator structure
- Queries
- Case management concept
- Workflows
- Case configuration
- Working queues
- Case investigation
- Fraud marking
- Risk lists
- Case actions and external queries
- Reporting

## Audience

- External: Fraud Analysts and Investigators, Application and System Admins managing Safer Payments (Optional)
- Internal: IBM Lab Services, IBM Support, IBM Technical Pre-Sales and IBM Business Partners

## Prerequisites

- Must be familiar with Unix command line navigation and configuration actions
- Some familiarity with statistical models
- Knowledge in Fraud Prevention for cashless payments

## Programme

Day 1:

- Introduction to Safer Payments Mandator structure
- Querying data in Safer Payments
- Case Management Overview
- Workflows
- Case configuration
- Working queues

- Creating cases

Day 2:

- Investigating cases
- Transition cases
- Fraud marking
- Using risk lists
- Trigger case actions
- External queries
- Reports
- Notices

## **Session Dates**

On request. Please [Contact Us](#)

## **Additional Information**

[This training is also available as onsite training. Please contact us to find out more.](#)